

BHC Communication between Qwest and CLECs

As part of the BHC process, three changes are being made which will have a major effect on the communication process between Qwest and the CLEC.

- TNs are grouped by CO by CLEC and not by LSR. This results in having a larger number of TNs per batch.
- Only basic Reuse orders are allowed, thereby, information shared between the parties is less extensive than the amount of data communicated through coordinated and new orders.
- Orders that have NDT or an incorrect ANI on Due Date are immediately removed from the BHC. No resolution process is required.

Each of these changes would reduce the amount of coordination required between the CLEC and the QCCC. However in addition, Qwest is developing an online order status tool to communicate order status directly from the CO to the CLEC. The QCCC, in this process, will monitor the communications tool from the Qwest side and resolve any issues that arise. All current standard communications between the CO and the CLEC through the QCCC will be eliminated. All correspondence regarding NDT and incorrect ANI on Due Date will also be eliminated.

For comparison to the use of the online order status tool, observations of Plain Old Telephone Service (POTS) Provisioners at the QCCC were performed over the week of November 17, 2003, and January 15, 2004. During both visits, observations included monitoring the Provisioners, listening to their phone calls and understanding the nature and duration of the calls. The observations demonstrated that the Provisioner is currently involved in multiple types of orders including basic Reuse, coordinated Reuse and new orders. Each call series is based on an individual LSR (multiple TNs can exist per order). However, the average number of TNs associated with each LSR, based on the average number of TNs per LSR from January 2002 to December 2003, is 1.80. Servicing orders

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individually results in Provisioner workload that averages 30 TNs per Provisioner per day. This is, in part, due to the many telephone calls that the Provisioners perform using the existing hot cut process.

To better understand the impact on the BHC process, actual workflow steps that would be removed by the online tool were recorded during the January 15, 2003 visit. The results of these observations are shown below.

Illustration 11: CLEC Notification Time Measurement

QCCC Service Representative Phone Call	Average Time Per Call
Call from COT to QCCC about cuts being completed	30 seconds
Call to CLEC from QCCC about cuts being completed	56 seconds
Call from CLEC to QCCC about acceptance of cuts	30 seconds
Completing the paper OSSCN form	60 seconds
Total impact per order	2 minutes 56 seconds

For each call type above, there were seven orders used to calculate the averages shown. While not a representative sample, our observations yielded very similar call times across all orders, and the largest variation in any of the calls was 20 seconds.

Calls conveying NDT and incorrect ANI were also observed as shown below:

Illustration 12: CLEC Communication Time Measurement

QCCC Provisioner Phone Call	Average Time Per Call
Call from CO to QCCC notifying them of problem	2 minutes
Call from QCCC to CLEC notifying them of problem	2 minutes
Call from CLEC to QCCC telling them problem was fixed	10 seconds
Call from QCCC to CO telling them problem was fixed	10 seconds
Total time per order	4 minutes 20 seconds

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1 The average times above are representative of two observed instances. Each instance had a
2 variance in each call of a few seconds. No data is available to demonstrate the frequency of
3 NDT and incorrect ANIs. Qwest believes that approximately 20% of all orders have at least
4 one line failing the DT/ANI test.

5
6 Consequently, assuming the projected volume of 3,600 lines per day, an average of 1.80
7 lines per LSR, the BHC process changes and the online communication tool would save
8 approximately 5,867 minutes per day (two minutes 56 seconds per order x 3,600 TNs/1.80
9 TNs per call series). The time savings on the estimated 20% of orders that have NDT or
10 incorrect ANI is 1,733 minutes (20% of 3,600 TNs/1.80 TNs per call series x 4 minutes 20
11 seconds). The combined amount of time saved per day is 7,600 minutes, or approximately
12 127 staff-hours per day over the current process.

13
14 The process efficiencies estimated above for the BHC process do not account for all of the
15 potential savings. Our analysis included efficiencies gained from automating the QCCC
16 communication time for orders that complete without issue and for NDT and ANI issues
17 encountered on Due Date. To the extent that there are other types of issues that require
18 communication, there may be additional communication efficiencies resulting from the BHC
19 process.

20 **CO Workflow**

21 We compared the CO workflow between the current hot cut process and the BHC process
22 during visits to COs throughout our study. We measured the time required under the existing
23 process on January 13, 2004, in the Dry Creek CO in Denver, January 14, 2004, at the CO in
24 Arvada and January 15, 2004, at the Colorado Springs Main CO. During each of these visits,
25 we observed COTs performing the steps of the hot cut process and recorded times
26 associated with the process. The observations consisted of three DVA orders and 35 Due
27 Date orders.

1
2 During the DVA steps for the current hot cut process, the COT performs the pre-wire for one
3 order at a time. The COT would wire the ICDF jumper, then immediately move to the MDF to
4 install that jumper for each line needing to be wired on that day. For the BHC process, the
5 COT(s) wire all of the ICDF jumpers before moving to the MDF frame. Time savings
6 associated with the travel time from the ICDF to the MDF is variable based on the unique CO
7 layout. The average was 90 seconds for the COs we visited.

8
9 The impact to the CO, using the assumption that there are 100 lines per CO per day, of
10 saving 90 seconds per line time difference aggregates to 37.5 ($90 * 25 / 60$) minutes per CO
11 or a maximum of 150 ($90 * 100 / 60$) minutes saved per day per CO per batch. The COT travel
12 time is the primary efficiency of the BHC process when compared with the existing hot cut
13 process.

14 ***Overall Trial Testing Considerations***

15 The trials were conducted with a high level of scrutiny from Qwest, Hitachi Consulting and the
16 participating CLEC. The high level of scrutiny and the number of people standing around the
17 frames is likely to have affected COT productivity in some circumstances, increasing the
18 overall activity times. For example, the COTs may have been hindered in some cases due to
19 maneuvering around so many observers and answering questions while performing the cuts.
20 We excluded some of the discussion time from the testing results but were unable to remove
21 all disruption completely.

22
23 We have tested the largest volumes available to us during the course of our work. While this
24 does not represent a test of the maximum volume per CO or for the whole organization,
25 results to date suggest a high degree of success, particularly in the second round live trial
26 and suggest that, assuming the BHC process is used, the COs can easily perform Due Date
27 activities for the forecasted volumes. I also note that, based on the aforementioned volume

1 forecast, the largest CO in Minnesota would only have to perform 64 BHCs per business day
2 during the 21 month conversion period.
3

4 **12. Staffing the BHC Process**

5 The BHC process will require incremental headcount in Service Delivery, QCCC and CO
6 organizations. During our review of the BHC process, we met with representatives from each
7 of these organizations to discuss Qwest's plans for staffing the BHC process. Based on our
8 discussions and review of preliminary staffing plans, we see no reason to anticipate obstacles
9 in finding the resources required to perform the BHC process.

10 ***Service Delivery Staffing***

11 We spoke with Russ Urevig, Senior Process Analyst, about the ability of Qwest's Service
12 Delivery Center to scale its resources based on the forecasted volumes when the BHC
13 process is implemented. Mr. Urevig forecasted growth of the department based on the
14 volume estimates developed by Robert Brigham, Staff Director of Public Policy. Mr. Urevig's
15 calculations were based on three areas of need:

- 16
- 17 • Manual Handling;
- 18 • CFA Changes; and,
- 19 • Call Handling.

20 Based on Mr. Urevig's estimates, the Service Delivery Centers have existing facility capacity,
21 including computers, for two-thirds of the forecasted volume of headcount growth that would
22 be required. The other one-third can easily be outsourced to the third party contractor
23 currently working with Qwest.

1 **QCCC Staffing**

2 We discussed the ability of the QCCC to scale from current volumes to the forecasted daily
3 volumes documented in the section of this report titled "Qwest Historical Hot Cut Volumes
4 and Volume Forecast" with Mary Pat Cheshier, Director of the QCCC. Ms. Cheshier noted
5 that under the proposed BHC process, nearly all of the QCCC functions have been
6 automated. For the existing process a substantial portion of the QCCC Service
7 Representatives' time is spent communicating order status to the CLECs. This process will
8 be automated with the implementation of the online order status tool. The QCCC will be
9 required only to monitor the tool for CLEC updates related to CLEC jeopardy issues and
10 update the CO as needed. Therefore, additional human resource requirements for the BHC
11 process will be minimal.

12
13 The QCCC will be more significantly impacted by the growth in new UNE-Loop, as it is
14 anticipated that much of this will not be done in batch. This will require significant additional
15 headcount, which Ms. Cheshier anticipates she will begin hiring in October 2004. The QCCC
16 has space in its existing facility to house this headcount. No problem is anticipated in hiring
17 the additional headcount. Ms. Cheshier notes that when she opened the QCCC two and one
18 half years ago, she hired and trained approximately 90 people. Most of these people were
19 internal transfers already familiar to varying degrees with Qwest's processes and systems.

20 **CO Staffing**

21 We discussed the ability of the Qwest COs to scale from current volumes to the forecasted
22 daily figures documented in the section of this report titled "Qwest Historical Hot Cut Volumes
23 and Volume Forecast," with Jim Barganski, Manager, Program and Project Management.
24 Mr. Barganski indicated that Qwest intends to staff the BHC process with dedicated COTs.
25 Mr. Barganski also mentioned that the BHC process does not require any special skills and
26 that every COT within Qwest is qualified to perform a BHC. Nonetheless, Mr. Barganski and

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Qwest have committed to training its COTs on the new process, once it is approved by each affected state commission.

Qwest has estimated that approximately 100 additional COTs will be required to perform the BHC process. Mr. Barganski indicated that the staffing for new COTs is typically accomplished through a combination of internal transfers, hiring of new employees and contract supplemental staffing. Qwest has performed special projects in past that have required incremental headcount. During those projects Qwest did not experience difficulty staffing additional COTs.

We also met with Gale Todd, Director of Occupational Staffing, at Qwest. Gale mentioned that Qwest currently employs approximately 2,000 COTs. In addition, she mentioned that Qwest does not experience difficulty recruiting and hiring for the COT position.

13. Conclusion

Qwest has demonstrated the ability to process large volumes of hot cuts using its existing process:

- Qwest has performed more than 1,000 hot cuts on 28 days in the last two years. The maximum number of hot cuts per day during this period was 1,631;
- Qwest has demonstrated the ability to perform more than 50 hot cuts per day in 73 COs during 2002 and 66 COs in 11 states during 2003. Qwest has repeatedly performed in excess of 100 hot cuts in a CO in a day, with trouble rates of less than 1%; and,
- Qwest has demonstrated the ability to consistently cut large volumes of lines in a CO on a series of consecutive days.

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1 Based on Qwest's volume forecasts, Qwest would be required to cut over a maximum of
2 approximately 3,600 lines per day during the 21 month migration period. The largest CO in
3 Minnesota, for example, would have to perform 64 BHCs each business day during the 21
4 month period.

5
6 Qwest has designed a new BHC process. This process introduces significant efficiencies
7 over the hot cut process through front-end edit checks, process automation and streamlining
8 of manual processes. We have measured the benefit of several of these differences. The
9 results indicate that the process is substantially faster than the current process and the
10 differences we measured save many hours per day at the projected volumes.

11
12 We have tested this process with live data and the process works.¹² Our testing to date has
13 included four batches of approximately 25 TNs per batch. In all cases, all commitments were
14 met and no troubles were reported for the first round of testing within the first 30 days.¹³
15 Qwest met 100% of its commitments and, based upon the benchmarks set by the FCC of an
16 on-time hot cut performance at 90%, Qwest demonstrated an ability to meet and exceed this
17 benchmark.

18
19 Extrapolation of the Due Date activities of the COs for each of the live trials indicates that a
20 team of two COTs should be able to complete them in the course of an eight-hour shift. Any
21 remaining time in the shift, plus other shifts, could be used to conduct pre-wire activity for
22 other batches.

23
24 The process improvements not available for testing will only serve to expedite the process
25 and create additional efficiencies. Therefore, actual performance should be better than that
26 experienced in our testing.

¹² We note however, that some portions of the process, such as the online order status tool, are not yet available to test.

¹³ The second round was cut only four days prior to issuance of this report. At this date, we cannot comment on trouble status.

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1

2

To scale to the Qwest forecasted volumes, additional resources will be required. Each of the

3

key departments have plans to scale as required. We have discussed these plans with

4

department management and nothing has come to our attention to suggest that they are

5

unreasonable.

6

7

In my opinion, based on the above, the BHC process as proposed represents significant

8

improvements in efficiency with similar levels of quality compared to the existing hot cut

9

process. Nothing has come to my attention to suggest that this process will not scale to the

10

forecasted volumes.

11

12

Respectfully Submitted,

13

A handwritten signature in black ink, appearing to read "Lorraine Barrick", with a stylized, flowing script.

14

15

Lorraine Barrick

EXHIBIT DP-13

Appointment Scheduling - Calendar

Appointment Scheduling

Calendar | Reservation | Confirmation

PON:

Check for Existing Appointment

WTN or NPANDOC:

Of Lines:

LST:

Of Jacks:

TXTP:

Type of Service:

NC Code:

Enter Other Work Required USOC:

Add Delete

Other work Required USOCs:

General | Specific

Reserve Available Appointment

Print Preview

E-mail

Clear

Close

Java Applet Window

Appointment Scheduling Calendar with data

Appointment Scheduling

Calendar

Reservation

Confirmation

PON: Test1

Check for Existing Appointment

WTN or NPANOC

Of Lines: 25

LST: STTLWA06DS6

Of Jacks:

TXTYP: C - Batch Hot Cut

Type of Service: 1 - Business

NC Code: LX-

Enter Other Work Required USOC:

Other work Required USOCs:

Add

Delete

General

Specific

Reserve Available Appointment

Print Preview

E-mail

Clear

Close

Java Applet Window

Appointment Scheduling - Confirmation

Appointment Scheduling

Calendar

Reservation

Confirmation

PON:

Test1

Confirmation Number:

M299x45B01

Completion Date:

20041011

Completion Time:

1100

After - Before Time:

0900-1100

To select a different appointment, use the 'Reservation' tab

Return Appointment

Of Lines:

New Due Date:

11

Change Appointment

Print Preview

E-mail

Clear

Close

Java Applet Window

Appointment Scheduling – Reservation

Appointment Scheduling

Calendar

Reservation

Confirmation

PON:

Test1

Non-premises Time Required:

0000

Premises Time Required:

0000

Total Time Required:

0000

Available Appointments:

20041011

20041012

20041013

20041014

20041015

20041016

Reserve Highlighted Appointment

Print Preview

E-mail

Clear

Close

Java Apple Window

BHC Status screen , date is pre-populated with today's date

Batch Hot Cut Status - Notepad

Batch Hot Cut Status

User: mleod
[Logout](#)

CLEC: M01 Date: 09 / 03 / 2004 CLLI: Filter

Refresh Interval: off Refresh Now Download All

(*All times are in Mountain Time)

CLEC	Due Date	CLLI	Last Event	New Events
------	----------	------	------------	------------

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Document: Done

Select by specific Date and CLLI using wild card. Click filter

Batch Hot Cut Status - Netscape

Batch Hot Cut Status

User: mcleod
[Logout](#)

CLEC: M01 Date: 09 / 20 / 2004 CLLI: C*

Refresh Interval: off

(*All times are in Mountain Time)

CLEC	Due Date	CLLI	*Last Event	New Events
M01	09/20/2004	CLFDUTMA		View Details

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Document Done

Click 'View Details' opens the BHC Details screen.

Batch Hot Cut Status - Netscape

Batch Hot Cut Details

[Refresh](#) [Previous](#)

CLEC: M01 Due Date: 09/20/2004 CLLI: CLFDUTMA
(* All times are in Mountain Time)

*Event Time	TN	Order No	Status	*Req Resp By	RO	CFA	PON	*Start Time
09/03 16:02	308-381-4377	N64790525	P-Pending		D64790524	ALT01 24-NL 2121	ODISHENW GDISNENWHG1	BHCLSR_M01_fall4

[Refresh](#) [Previous](#)

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Document: Done

Click 'Previous', returns to the BHC Status screen where the New Events column is populated with NO

Batch Hot Cut Status - Netscape

Batch Hot Cut Status

User: mcleod
[Logout](#)

CLEC: M01 Date: 09 / 20 / 2004 CLI: C4 [Filter](#)

Refresh Interval: off [Refresh Now](#) [Download All](#)

(*All times are in Mountain Time)

CLEC	Due Date	CLI	*Last Event	New Events
M01	09/20/2004	CLFDUTMA	No	View Details

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Document: Done

In the meantime, the central office engineer updated the batch/line information.

Click 'Refresh Now'

The 'Last Event' column is updated with the date/time value . The 'New Events' column is modified to Yes.

Batch Hot Cut Status - Netscape

User: mcleod
[Logout](#)

CLEC: M01 Date: 09 / 20 / 2004 CLLE: C* [Filter](#)

Refresh Interval: off * [Refresh Now](#) [Download All](#)

(*All times are in Mountain Time)

CLEC	Due Date	CLLI	*Last Event	New Events
M01	09/20/2004	CLFDUTMA	09/03/2004 16:03	Yes View Details

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In the BHC Details screen the Event Time is updated, the Status column is updated from Pending to S-Started. The Start Time column is populated

Batch Hot Cut Status - Netscape

Batch Hot Cut Details

[Refresh](#) [Previous](#)

CLEC: M01 Due Date: 09/20/2004 CLLI: CLFDUTMA
(* All times are in Mountain Time)

*Event Time	IN	Order No	Status	*Res. Resp. By	RQ	CEA	PON	*Start Time
09/03 16:03	308-381-4377	N64790325	S-Started	D64790324	ALT01 24-NL 2121	ODISNENW ODISNENWHG1	BRCLSR_M01_Jul14	09/03 16:03

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The Central Office engineer updated the line status to completed.
In the BHC Details screen the Event Time is updated, the Status column has been updated to C-Ccompleted, the ReqRespBy column has been updated (event time plus 2 hours)

Batch Hot Cut Status - Netscape

Batch Hot Cut Details

[Refresh](#) [Previous](#)

CLEC: M01 Due Date: 09/20/2004 CLLI: CLFDUTMA
(* All times are in Mountain Time)

*Event Time	TN	OrderNo	Status	*Req Resp By	RQ	CEA	PON	*Start Time
09/03 16:05	308-381-4377	N64790525	C-Completed	09/03 18:05	D64790524	ALT01 24-NL 2121 GDISNENW GDISNENWH01	BHCLSR_M01_Jul14	09/03 16:03

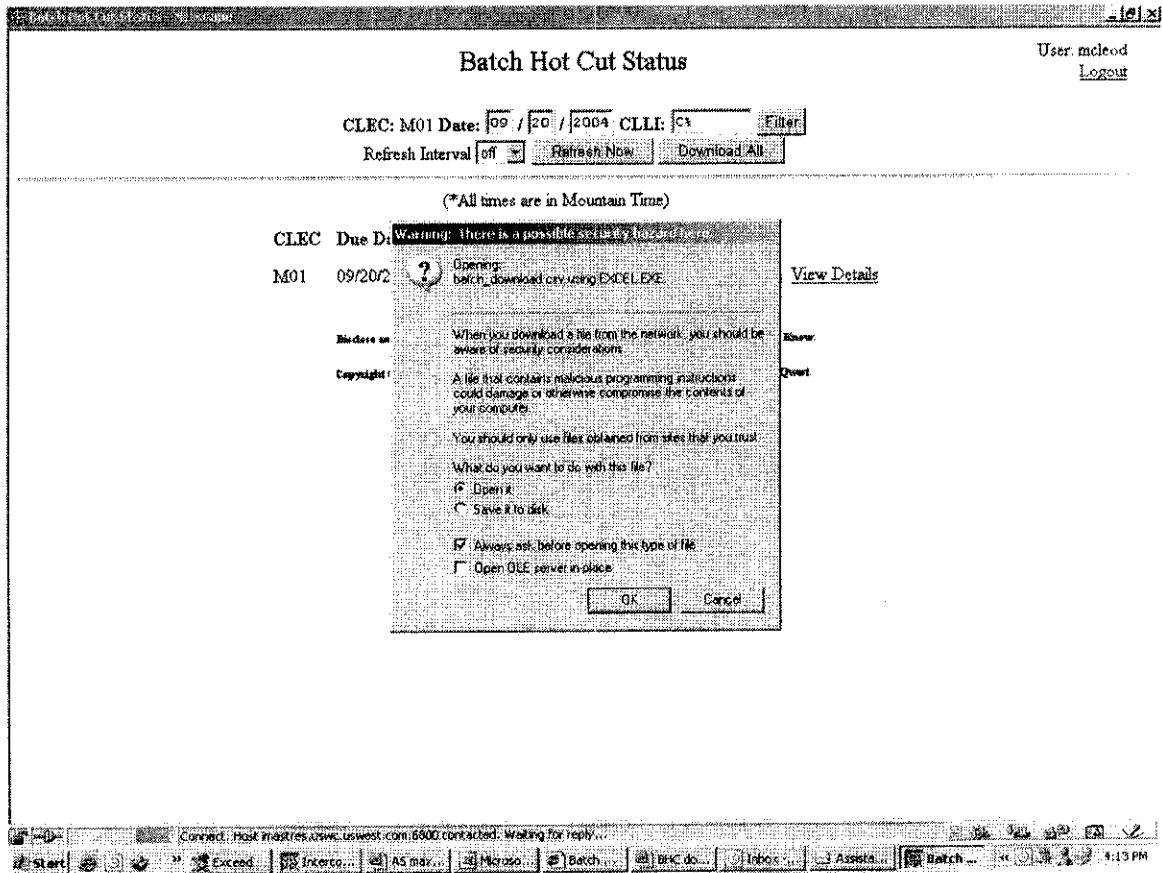
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In the BHC Status screen click Download All to download all data to a EXCEL sheet.



Exceptions.

Should a CLEC cancel the LSR(s) pertaining to a batch, then the BHC Status screen will still list the Batch, however, when clicking on the details screen, no line information will be listed.

Batch Hot Cut Status - Netscape

Batch Hot Cut Status

User: mcleod
[Logout](#)

CLEC: M01 Date: 09 / 15 / 2004 CLLI: ARVDCOMA Filter

Refresh Interval off Refresh Now Download All

(*All times are in Mountain Time)

CLEC	Due Date	CLLI	*Last Event	New Events
M01	09/15/2004	ARVDCOMA		View Details

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Document Done

Details screen is blank.

Batch Hot Cut Status - Netscape

Batch Hot Cut Details

CLEC: M01 Due Date: 09/15/2004 CLLE: ARVDCOMA
(* All times are in Mountain Time)

*Event Time	IN	Order No	Status	*Req Resp By	RQ	CEA	PON	*Start Time
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Central Office BHC screens:

Login Screen

https://inastres.uswc.uswest.com:6810/ma_bhc_webapp/jsp/Login.jsp Microsoft Internet Explorer provided by Qwest


File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media

Address: https://inastres.uswc.uswest.com:6810/ma_bhc_webapp/jsp/Login.jsp

Batch Hot Cut Status

Qwest
Interconnect
Mediated
Access
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Central Office Personnel

Login

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LDAP Password:

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